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**AUDIT SERVICES – QUALITY MANAGEMENT SYSTEM SURVEILLANCE  
REPORT**

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**Purpose of Report**

1. To report outcomes from the Quality Management Surveillance Report issued by Lloyds Register Quality Assurance Limited in respect of Audit Services' Quality Management System.

**Information and Analysis**

2. Audit Services operate a management system certified to the ISO9001 International Quality Standard which drives the Service's processes and operations. The system is accredited via Lloyds Quality Assurance Limited and is subject to surveillance inspections to ensure it remains fit for purpose and complies with the International Standard.
3. Attached is a copy of the Surveillance Report produced by the external assessors following an inspection visit in April 2010.
4. Prior to this visit the service was required to update its quality management system to comply with the revised International Quality Standard ISO 9001:2008 which was issued in 2009 and to which all certificated organisations are now required to comply.
5. The assessment outcome from the visit is extremely positive. The report highlights that Audit Services have met the requirements of the ISO 9001:2008 Standard. In addition the surveillance visit concluded that "the management system does effectively support the delivery of services that meet all requirements. Tight controls over work are exercised and the results against performance indicator targets demonstrate the success of the controls".

**Recommendation**

4. It is recommended that the contents of the report be noted.

**Reasons**

5. The recommendation is supported to provide the Audit Committee with evidence to reflect on Audit Services' quality management arrangements.

**Brian James**  
**Head of Corporate Assurance**

## Background Papers

Lloyds Register Quality Assurance Limited Surveillance Report.

Brian James : Extension 2140

S17 Crime and Disorder	There are no specific issues which relate to crime and disorder.
Health and Well Being	There is no specific health and well being impact.
Sustainability	There is no specific sustainability impact.
Diversity	There is no specific diversity impact.
Wards Affected	All wards are affected equally.
Groups Affected	All groups are affected equally.
Budget and Policy Framework	This report does not affect the budget or policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision.
One Darlington: Perfectly Placed	There is no specific relevance to the strategy beyond a reflection on the Council's governance arrangements.
Efficiency	There is no specific efficiency impact.